

# **Project Plan**

**Office of the State CIO**

**Website Refresh Project**

**January 31, 2007**

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## Project Objective

Refresh the Office of the State CIO website following the new look and feel adopted by the State of California to meet the principles and standards established by the IOUCA, Office of eServices, and Portal Redesign Project (PRP) in accordance with the recommendations from Human Factors International (HFI) usability study.

The refresh efforts will serve as a proof of concept to validate the principles and standards, identify recommendations that are not easily applied to California websites, and provide information on the time and resources required to refresh a website according to the recommendations.

Share the project management documents and lessons learned as a model that may be used by other organizations.

## Scope Management

### Scope Statement

The project scope is defined in the Project Charter signed by the Project Sponsor (see Appendix A – Scope Statement).

### Work Breakdown Structure

The work breakdown structure (WBS) is defined (see Appendix B – Work Breakdown Structure). The WBS identifies the major deliverables by project phase. All deliverables in the WBS were identified by the project team.

### Scope Management Plan

The Project Charter and WBS will be used as the baseline for evaluating changes to the project scope. The project manager will be responsible for monitoring the project scope and formally documenting any changes through the project change control process. The project team members will take all necessary measures to maintain scope stability by following the approved project plan. All deviations from planned work must be submitted in writing to the project manager for approval by the project sponsor or designee.

## Time Management

### Project Schedule

The project schedule will identify the specific activities that must be performed to produce the deliverables identified in the WBS. The schedule will identify tasks, interactivity dependencies, the estimated work hours (effort) and time (duration) needed to complete each task, and the resources assigned to each task.

### Time Management Plan

All project tasks will be tracked through the Microsoft Project schedule. The project manager will update the schedule weekly. A baseline will be established once time and resource estimates have been established for all tasks. Deviation from the baseline in

excess of five percent will be reported to the project team and project sponsor. Deviation from the baseline in excess of ten percent requires sponsor approval through the change management process. The project manager will be responsible for maintaining the schedule through the life of the project.

### Cost Management

No money has been budgeted to the project. Project resources, acting as subject matter experts and technical resources, will be provided at no charge by participating departments on a part-time basis through the life of the project. No equipment or consulting services will be purchased through this project.

### Quality Management

Project quality measures will be identified using industry best practices for website design and development including usability and accessibility. A Quality Assurance (QA) Testing Plan will be developed and implemented by the technical staff; this plan will outline the procedures that will be followed to ensure that the completed site functions as planned from a technical perspective. In addition, an Accessibility Testing Plan will be developed by the accessibility subject matter expert assigned to the team; this plan will outline the procedures that will be followed to ensure the finished site meets California's accessibility standards for websites. Usability testing will be limited to information architecture development for this project. The usability subject matter experts will provide expert advice throughout the project based on industry best standards.

### Human Resources Management

Project sponsorship will be provided by the Office of the State CIO. The State CIO will serve as Project Sponsor. The project sponsor may delegate authority to the Assistant to the State CIO. Technical and program support for the State CIOs office will be provided through volunteers and inter-agency loans at no cost to the State CIO (see Appendix C – Project Organization Chart). Subject matter experts will be loaned by their departments on a part-time basis for the duration of the project. Substitutions must be approved by the Project Sponsor or designee. Team members will provide backups as needed.

### Roles and Responsibilities

Project Sponsor	Clark Kelso
Project Sponsor Representative	Claudina Nevis
Sponsor Assistance	John Jewell
Project Manager	Debbie Schwartz
Usability Subject Matter Expert	Donna Freeman, Kris Ogilvie
Accessibility Subject Matter Expert	Patrick Johnson
Content Specialist, Human Resources Content	Caroline Cabias
Content Specialist, Enterprise Architecture Content	Lee Macklin
Technology Subject Matter Expert	Dane Wilson

## Authority and Decision Making

The project sponsor will have final decision-making authority with the option to delegate decisions. Recommendations for design, information architecture, content presentation, and technological approach will be made by the project team. The team will strive for consensus on decisions, with final decision determined by majority where necessary.

## Communications Management

The project manager will be responsible for maintaining and sharing project documents. Team members will be responsible for reporting status on tasks to the project manager. The project team will meet weekly through the life of the project to discuss project status and issues. The project sponsor representative will be responsible for communicating project status and issues to the project sponsor as needed. Project documents will be shared at meetings in hard copy or electronically through eMail.

## Risk Management

Risks will be identified and tracked by the project manager through the life of the project. Project team members will be responsible for identifying risks and mitigation options through the life of the project. Risk owners will be assigned to each risk; the owner will be responsible for recommending the probability that the risk will occur, the impact if it does occur, and mitigation plans to either prevent the risk or to minimize impact on occurrence.

## Procurement Management

No goods or services will be procured through this project.

## Change Management

Project changes include any action, decision, or outcome that will affect the project scope, definition, and/or product specification. A significant change is determined by any impact that truly modifies the project objective, scope, schedule or resources. Significant changes must meet one or more of the following criteria:

- Project Objective: Any change that modifies the high-level statement of the project purpose as outlined in the project objective.
- Project Scope: Any action or decision that involves changing, adding, or deleting deliverables identified in the scope statement.
- Project Schedule: Any change that will result in moving a due date for a key deliverable; the deviation must be greater than 10% of the total project schedule or result in delayed implementation.

Significant changes may be identified by any project team member by providing a brief written description of the proposed change and the anticipated project impact to the project manager. The proposed change will be discussed by the project team. If the project team agrees that the change is in the best interests of the project, a recommendation will be sent to the project sponsor for approval. Significant project changes will not be made without sponsor approval.

Project changes that do not meet the requirements for a significant change will be discussed by the project team and handled informally if the team decides to proceed.

### Approval

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Project Sponsor, Clark Kelso

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Date

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Project Manager, Deborah Schwartz

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Date

## **Appendix A – Scope Statement**

### **The project will address:**

1. Information Architecture  
Define the information architecture for current content to support tabbed navigation and usability best practices.
2. New look and feel  
Convert OCIO website to the new look and feel designed by the Portal Redesign Project and Office of eServices for California web pages.  
Use the templates and CSS provided by the eServices Office.
3. Navigation  
Implement a tabbed primary navigation with secondary navigation on the left side of the page.
4. Archive existing site.
5. Content  
Review and update content; delete inaccurate or outdated content.
6. Usability  
Conduct usability testing to measure the effectiveness of the refresh.
7. Ongoing Maintenance  
Establish a plan for ongoing maintenance and improvements that incorporates usability and accessibility best practices.
8. Model Process  
Create a model for incorporating usability and accessibility best practices in support of a website refresh.  
Gather data and metrics showing the time, effort, and resources needed to complete the redesign. Report the results.

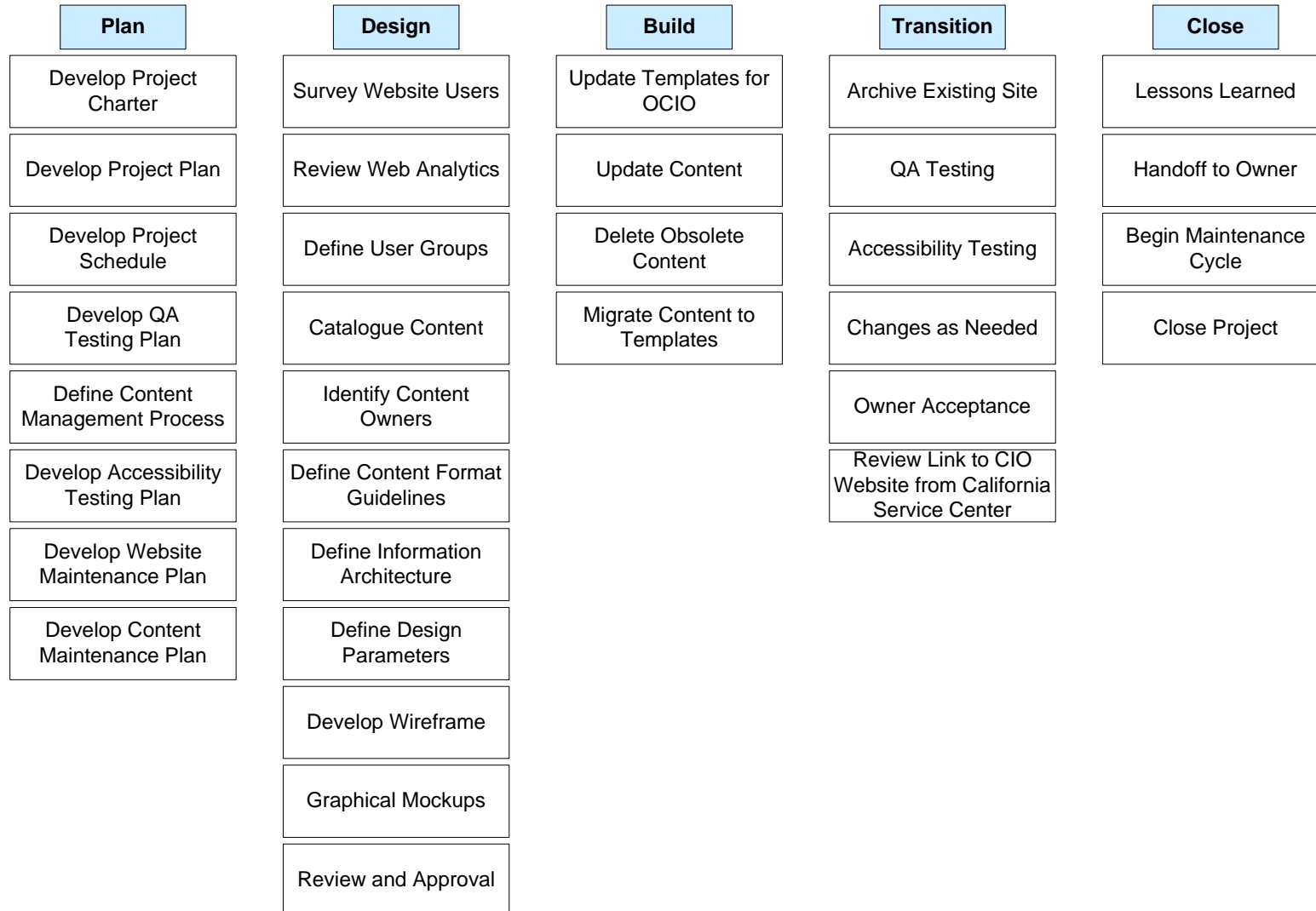
### **The project will not address:**

1. Controlled vocabulary.
2. Thesaurus.
3. Creation of templates and CSS
4. Design of look and feel
5. New content or services
6. New user groups

## Appendix B – Work Breakdown Structure

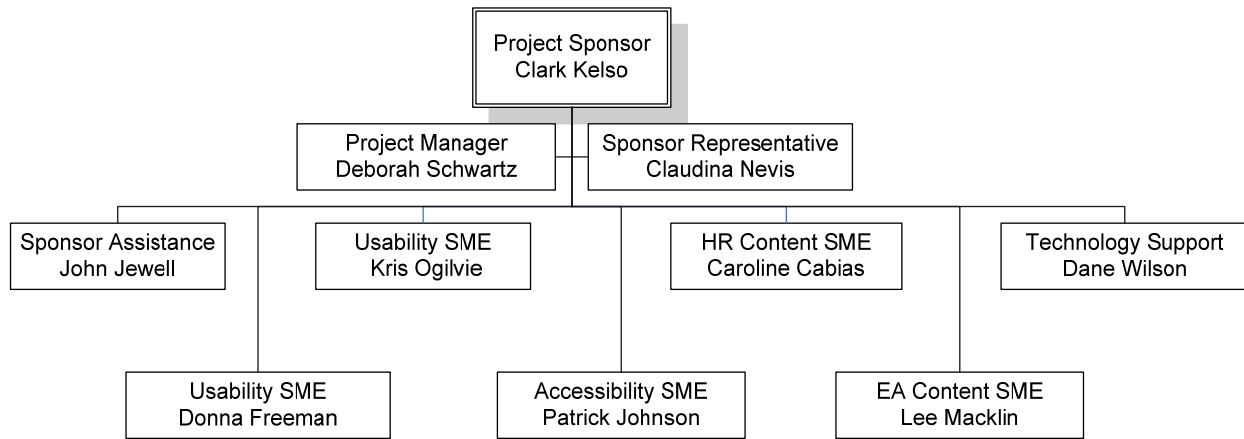
# Office of the State CIO Website Refresh Project Work Breakdown Structure

Thursday, January 18, 2007





## Appendix C – Project Organization Chart



SME = Subject Matter Expert  
HR = Human Resources  
EA = Enterprise Architecture